



Scotland Useful Information Quick Links

Useful information quick links

If you are living with a disability or caring for someone with a disability there are many services that may be able to help you. This quick links guide gives contacts for national services in Scotland, councils, and organisations with Scotland-wide networks.

If you cannot find the information you need look in our **Disability Directory** or call our helpline on 0300 323 9961

Legal background

Disability is one of the “protected characteristics” under the Equality Act 2010. You can find information about this on the Equality and Human Rights Commission website here <https://www.equalityhumanrights.com/equality/equality-act-2010>

People receiving care also have protection under other legislation here <https://careinfoscotland.scot/topics/your-rig-protecting-people-in-care/equality-act-2010/>

Some disability related legislation is specific to Scotland [Disabled people – gov.scot \(www.gov.scot\)](http://www.gov.scot)

Specialist health and disability charities

Abilitynet

Online information and volunteer support to use technology

0300 180 0028

About AbilityNet www.abilitynet.org.uk

Alzheimer Scotland

Information, signposting and support for anyone affected by dementia.

0808 808 3000

www.alzscot.org

Scottish Autism

Information and support for people with autism

01259 720044

https://www.scottishautism.org/?gad_source=1&gclid=CjwKCAiA_5WvBhBAEiwAZtCU7_DhE7C2uOldSQFOhaTFLxw8e6O_OqNvAnD-b6dVFGIjHE_supGeORoCaVcQAvD_BwE

Breast Cancer Now

Information and support for anyone affected by breast cancer.



0808 800 6000

www.breastcancernow.org

Chest Heart and Stroke Scotland

Advice and support on recovery from and living with chest, heart and stroke issues.

0808 801 0899

www.chss.org.uk

Contact Scotland BSL

Scotland's national BSL video interpreting relay service

0333 344 7712

<https://contactscotland-bsl.org/>

Deaf Action

Services for people who are hard of hearing and deaf.

0131 556 3128

<https://deafaction.org/services/>

Diabetes Scotland

Specialist information and advice on living with diabetes.

0345 123 2399

www.diabetes.org.uk/scotland

Disability Equality Scotland

Information about accessible travel, inclusion, access panels and Hate crime

0141 370 0968

<https://disabilityequality.scot/>

Enable

Support for people with a learning disability

0300 0200 101

<https://www.enable.org.uk/>

Enquire

Advice about support for education

<https://enquire.org.uk/>

LEAD Scotland (Linking Education and Disability)

Practical support, information and advice tailored to your individual circumstances.

0131 228 9441

<https://www.lead.org.uk/>

Macmillan Cancer Support

Information and support for anyone affected by cancer.

0808 808 00 00

www.macmillan.org.uk

**MND Scotland**

Advice about staying independent, money, wellbeing and practical matters

0141 332 3903

<https://mndscotland.org.uk/>

MS Society

Advice about Multiple Sclerosis

0808 800 8000

<https://www.mssociety.org.uk/>

NASS – National Axial Spondyloarthritis Society

Advice about Axial Spondyloarthritis

020 8741 1515

<https://nass.co.uk/>

Parkinson's UK helpline

Information, signposting and support for anyone affected by Parkinson's.

0808 800 0303

www.parkinsons.org.uk

RNIB (support for people with sight loss)

Help and advice for blind and partially sighted people.

0303 123 9999

www.rnib.org.uk/scotland

RNID

Information and support for people who are deaf, or have hearing loss or tinnitus.

0808 808 0123

Text message: 07360 268 988

Relay UK: 18001 then 0808 808 0123

www.rnid.org.uk/scotland

Royal Osteoporosis Society

Information and support on living well with osteoporosis.

0808 800 0035

www.theros.org.uk

Scottish Disability Sport

Information about sports for people of all ages and abilities

scottishdisabilitysport.com

Sense Scotland

Information, advice and support for people with complex needs

0300 330 9292

<https://www.sensescotland.org.uk/>



Sight Scotland

Supports people in Scotland with sight loss

0800 024 8973

<https://sightscotland.org.uk/>

Versus Arthritis

Information about arthritis

0800 5200 520

<https://www.versusarthritis.org/>

Visibility Scotland

Help and support for anyone, of any age, living with vision impairment across Scotland.

0800 987 1087

<https://visibilityscotland.org.uk/>

General health information

Breathing Space telephone support

If you are experiencing low mood, anxiety or depression.

0800 83 85 87

www.breathingspace.scot

Cruse Scotland

Bereavement support and counselling

0808 802 6161

<https://www.crusescotland.org.uk/>

LGBT Health & Wellbeing

Information and emotional support for the LGBT+ community.

0800 464 7000

www.lgbthealth.org.uk

Living Made Easy

Advice on daily living aids for people living with a disability.

0800 123 3084

www.livingmadeeasy.org.uk

NHS 24

Urgent health care advice and mental health support.

111

www.nhs24.scot

NHS Inform helpline



Non-urgent information about health and local services.

0800 22 44 88

www.nhsinform.scot

You can search their website for local health services

here <https://www.nhsinform.scot/scotlands-service-directory/health-and-wellbeing-services>

Patient Advice and Support Service

Information about NHS patients' rights and responsibilities in Scotland.

0800 917 2127

www.pass-scotland.org.uk

Samaritans

24-hour phone support to explore thoughts and feelings.

116 123

<https://www.samaritans.org/scotland/>

Employment

ACAS

Advice on employment rights, rules and best practice

0300 123 1100

<https://www.acas.org.uk/>

Equality Advisory Support Service

Advice and assistance if you are treated unfairly.

0808 800 0082

<https://www.equalityadvisoryservice.com/>

Access to Work

Access to Work can help you get or stay in work if you have a physical or mental health condition or disability.

0800 121 7479

<https://www.gov.uk/access-to-work/apply>

Care information

Care Information Scotland

Information and advice on how to get and provide care.

0800 011 3200

www.careinfoscotland.scot

Your local Council



For a care needs assessment contact your local council <https://www.mygov.scot/organisations#scottish-local-authority> or in Highland NHS Highland

Scottish Government

Information about social care

<https://www.gov.scot/policies/social-care/>

Age Scotland

Care home rights

0800 12 44 222

https://www.ageuk.org.uk/scotland/information-advice/care-and-support/?gad_source=1&gclid=EAlaIQobChMIx8jvzqWZhAMVN2lBAh3a2wnrEAAYA SAAEqLgSvD_BwE

Care Inspectorate

Oversees care services, standards and complaints

0345 600 9527

www.careinspectorate.com

Local Carers Centres

Care Information Scotland lists them

here <https://careinfoscotland.scot/topics/support-for-carers/carer-centres/>

Carers Scotland

Advice, information and support for carers.

0808 808 7777

www.carersuk.org/scotland

Benefits and social security

Social Security Scotland

Responsible for the benefits that are devolved to Scotland. These include

Adult Disability Payment <https://www.mygov.scot/adult-disability-payment>

Child Disability Payment <https://www.mygov.scot/child-disability-payment>

Carer Support Payment <https://www.mygov.scot/carer-support-payment>

Carers Allowance Supplement <https://www.mygov.scot/carers-allowance-supplement>

0800 182 2222

www.socialsecurity.gov.scot

Councils

Responsible for paying some benefits including



Council Tax Reduction <https://www.citizensadvice.org.uk/scotland/benefits/help-if-on-a-low-income/help-with-your-council-tax-council-tax-reduction-s/>
and <https://www.checkmycounciltax.scot/>

Housing benefit (help with rent for some working age people who are not yet on Universal Credit and people over State Pension age) <https://www.citizensadvice.org.uk/scotland/benefits/help-if-on-a-low-income/housing-benefit/>

Scottish Welfare Fund <https://www.citizensadvice.org.uk/scotland/benefits/help-if-on-a-low-income/scottish-welfare-fund-s/scottish-welfare-fund-overview-s/>
You can find contact details for your local council here <https://www.mygov.scot/organisations#scottish-local-authority>

Department for Work and Pensions

Department for Work and Pensions <https://www.gov.uk/government/organisations/department-for-work-pensions>

Pays many of the England-only benefits and UK- wide benefits including Universal Credit, State Pension and Employment and Support Allowance.

Turn2us

Benefits information https://benefits-calculator.turn2us.org.uk/?gclid=EAlaIQobChMIhd2y_6SZhAMVipxQBh0pFgTdEAA_YASAAEgli9_D_BwE

Grant search https://grants-search.turn2us.org.uk/?_ga=2.256974665.331144356.1707310986-500698534.1706183670&_gac=1.212086048.1707310986.EAlaIQobChMIhd2y_6SZhAMVipxQBh0pFgTdEAA_YASAAEgli9_D_BwE&_gl=1*1ec7ctk*_ga*NTAwNjk4NTM0LjE3MDYxODM2NzA.*_ga_E1WBSX9YR8*MTcwNzMxMDk4Ni4yLjEuMTcwNzMxMTAxMy4wLjAuMA..

Money Matters

Money Helper

Guidance about money matters, including debt, benefits and pensions.

0800 138 7777 (money)

0800 011 3797 (pensions)

www.moneyhelper.org.uk

Turn2us

Grants and benefits information.

www.turn2us.org.uk

Stepchange



Free, independent help with debt

0800 138 1111

<https://www.stepchange.org/>

Transport and mobility

Blue Badge Scotland

[Apply for or renew a Blue Badge – mygov.scot](#)

Transport Scotland

How to apply for a 60+ or disabled person's National Entitlement Card

<https://www.transport.gov.scot/concessionary-travel/how-to-apply-for-or-renew-your-national-entitlement-card/>

Housing

Shelter Scotland Helpline

Advice on housing matters, including urgent situations.

0808 800 4444

www.scotland.shelter.org.uk

Care and Repair Scotland

Support and advice on home repairs and adaptations.

0141 221 9879

www.careandrepairsotland.co.uk

Housing Options Scotland

Help finding housing for older and disabled people, and veterans.

0131 510 1567

www.housingoptionssotland.org.uk

Trustmark

Government endorsed listings of trusted tradespeople.

0333 555 1234

www.trustmark.org.uk

Scottish Fire and Rescue Service

Advice about fire safety and book a free home fire safety visit

<https://www.firesotland.gov.uk/contact-us/home-fire-safety-visits/>

Energy and water

Home Energy Scotland

Advice on and financial support with energy costs.

0808 808 2282

www.homeenergysotland.org



National gas emergency service

Emergency assistance, and gas and carbon monoxide safety advice.

0800 111 999

<https://www.nationalgas.com/safety-and-emergencies/emergencies-and-safety-advice#:~:text=Call%20the%20Gas%20Emergency%20number%20on%200800%20111%20999%20to,advice%20from%20the%20emergency%20services>

Electricity power cut

National grid report a power cut.

105

<https://www.nationalgrid.co.uk/power-cut-information/how-to-report-a-power-cut#:~:text=Report%20a%20power%20cut%20by,your%20electricity%20to%20be%20restored.>

Scottish Water

Inquiries and to report water supply and waste water issues.

0800 0778 778

<https://www.scottishwater.co.uk/>

Priority Service Register Scotland

Your energy and water suppliers have Priority Service Registers so they can support older or disabled people in case of emergency

<https://psrscotland.com/>

Legal matters

Police Scotland

Non-emergency crime reporting and advice on crime prevention.

101

www.scotland.police.uk

Equality Advisory and Support Service

0800 800 0082

Advises and assists people on issues relating to equality and human rights

<https://www.equalityadvisoryservice.com/>

Scottish Women's Aid

0800 027 1234

<https://womensaid.scot/contact-us/>

Office of the Public Guardian in Scotland

Power of Attorney and Guardianship

01324 678 300

www.publicguardian-scotland.gov.uk



Mental Welfare Commission

Advice on mental health and incapacity law, care and treatment.

0800 389 6809

www.mwcscot.org.uk

Victim Support Scotland

Information and support for anyone affected by crime.

0800 160 1985

<https://victimsupport.scot/>

Scottish Public Services Ombudsman

Formal complaints about public service organisations after using service complaints procedures

0800 377 7330

www.spsso.org.uk/spso

Generalist advice agencies

Advice Direct Scotland

<https://advisedirect.scot/>

Specialist services about

homeheatingadvice.scot

consumeradvice.scot

postaladvice.scot

energyadvice.scot

advice.scot (benefits, employment, housing, neighbourhood issues, family and relationships)

<https://moneyadvice.scot/>

socialenterprisedirect.org.uk

Citizens Advice Bureau

Network of offices across Scotland

here <https://www.citizensadvice.org.uk/scotland/about-us/get-advice-s/> Up to date advice about a wide range of topics

Helpline number to find your local CAB **0800 028 1456**

Specialist services about

Claiming Universal

Credit <https://www.citizensadvice.org.uk/scotland/benefits/universal-credit/claiming/helptoclaim/>

- Money advice <https://www.moneytalkteam.org.uk/>
- Defined contribution pensions <https://www.moneyhelper.org.uk/en/pensions-and-retirement/pension-wise/book-a-free-pension-wise-appointment>
- NHS Complaints <https://pass-scotland.org.uk/>
- Specialist support for Veterans <https://www.adviceasap.org.uk/get-advice>



Information if you are not in Scotland

Much of the legislation that affects the lives of people with disabilities and their carers is devolved to Scotland, and not the same as that elsewhere in the UK. If your enquiry does not relate to Scotland you can find information about disability-related issues from

Citizens Advice

You can find advice and also details of your local service here: check top left of the screen to specify the country where you live

<https://www.citizensadvice.org.uk/>

Scope

The disability equality charity for England and Wales

0808 800 3333

<https://www.scope.org.uk/>

Age UK

Information and advice for people over 50

0800 678 1602

<https://www.ageuk.org.uk/>

Information last updated on **26 August 2024**. Please note that information may be subject to change. All information is provided in good faith but Disability Information Scotland does not endorse any product or service referred to within this resource.

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